GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:153
ANSWERED ON:27.07.2016
BSNL Services
Paswan Shri Chhedi;Ray Dr. Ravindra Kumar

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the mobile, landline telephone and internet services of BSNL in rural, remote and hilly areas in various States are unsatisfactory and if so, the details thereof;

(b) the details of quality norms and actual delivery of services along with the details of districts worst affected by poor service and network, State-wise;

(c) the remedial measures taken by the Government to improve all these services along with the number of Base Tower Stations (BTSs) proposed to be installed in low penetration areas, State-wise;

(d) whether a large number of BTS are dysfunctional in rural and remote areas and there is no proper power back-up due to shortage or pilferage of diesel allotted to the power generator and if so, the details thereof; and

(e) the corrective measures taken to improve the situation?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 153 FOR 27th JULY, 2016 REGARDING "BSNL SERVICES".

(a)&(b) Telecom Regulatory Authority of India (TRAI) has laid down the Quality of Service (QoS) parameters and benchmarks for basic services (wireline), mobile telephone services and broadband services through Quality of Service Regulations issued from time to time. TRAI monitors the performance of service providers, against these QoS benchmarks for the various parameters through quarterly Performance Monitoring Reports (PMRs).

Land line, Broadband internet and Mobile services of Bharat Sanchar Nigam Limited (BSNL) are working satisfactorily in its Licensed Service Areas (LSA) including rural, remote and hilly areas and are in general meeting the QoS parameters specified by TRAI. However, there is coverage and congestion problems in some areas due to topographical conditions in Hilly States and North-East including Assam.

The details of quality norms prescribed by TRAI and circle/LSA-wise details of actual delivery of services for Landline, Mobile and Broadband services by BSNL are given in Annexure-I, Annexure-II and Annexure-III respectively.

(c) BSNL is taking several steps to improve its telecommunication services, these include:

? BSNL is augmenting its mobile network progressively so as to enhance coverage/ capacity, and to further improve the Quality of Service. Under GSM (Global System for Mobile communication) Phase-VII Project, an investment of Rs. 4804 crore is envisaged for installation of around 25266 Base Transceiver Stations (BTSs) (2G+3G) in the network Further, in Phase VII+ also, an investment of Rs. 2151 crore is planned for commissioning of 21765 BTSs (2G+3G). Under Phase VII project, BSNL has already installed 25033 new Nodes (2G+3G) out of 25266 planned. In phase VII+ project, 5345 BTSs have already been installed against a target of 21765 BTSs.Details are given in Annexure-IV and Annexure-V.
? BSNL has planned in North East area under Universal Service Obligation (USO) funded North-East GSM Project for installation of 1893 BTS in Arunachal Pradesh and 924 BTSs in Karbi Anglong and Dima Hasao districts of Assam to provide mobile service to all uncovered villages in these areas. In addition to it, installation of 2199 Towers under Left Wing Extremist (LWE) Project in 10 States is also in progress and till date out of which 2069 BTSs have been put on air.
? BSNL is also optimizing its network continuously to improve its performance.

? The core transmission network is being augmented with a Rs. 1100 crore project of enhancing capacity and resilience of Core Network (ECR CoNe) to meet the traffic growth of Broadband/internet and data services, 3G/4G.
? More and more rehabilitation activity is being carried out. 5 pair cable is being used in place of drop wires to reduce the fault rate.
? For improvement of Landline, BSNL has planned to replace the Landline Exchanges with Next Generation Network (NGN) technology and Plans to introduce State of art NGN network in a progressive manner. BSNL has commissioned 1 Million capacity of NGN (Next Generation Network) with 659 Nodes, in first phase. Under phase-II of NGN, there is plan to add 3 million lines and 2099 nodes.
? Regular patrolling of important cable routes to prevent cable thefts/cable damages.
? Coordination with local bodies to minimize cable damages due to road works.
? Reduction in life of telephone instruments and liberal replacement of the same on receiving any complaint.
? Call Details Record (CDR) project has been implemented in all 334 Secondary Switching Areas (SSAs) spread across the country. Implementation of this project helps to reduce the problems faced by the customer. The request made by subscribers for the value added services on wire-line is implemented immediately. Installation, Reconnection/disconnection, provision of STD/ISD, choice of tariff plan etc. can be implemented very easily.
? Enterprise Resource Planning (ERP) project has been taken in a big way across BSNL. This has improved the overall working of BSNL.
? Since the faults in lines majorly occurred by damage of cable due to landslides, road works etc. in Hilly state and all circles, field units have been asked for close coordination with the Local Bodies, PWD, Water Authority and NHAI authorities.
? Instructions have been given to all the field units to closely monitor the Fault Repair Service System, to improve the same day fault clearance and next day fault clearance.
? BSNL has provided 2526 Wi-Fi hot spots at 1237 locations for fast and seamless data connectivity and to improve internet services. Additional 40000 hotspots are expected to be installed during next two years.
? BSNL is offering high speed broadband service on Optical Fiber cable to its customers. 83902 FTTH (Fiber to the Home) connections have been provided till March 31st 2016 and 8923 FTTH connections have been added during current year till 21.07.2016.

(d)&(e) BSNL has reported that no BTSs in rural and remote areas are dysfunctional due to power back-up, pilferage or shortage of diesel allotted for the power generators. Batteries are regularly replaced as and when required and diesel is provided for maintaining the BTS uptime.

Annexure-I
Details of quality norms for Landline Services and circle-wise details of actual delivery of services
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SL. NO. UNIT % Fault cleared by next working day in rural area TRAI Benchmark = 75% % Fault cleared within 7 days in rural areas TRAI Benchmark=100% % Fault cleared by next working day in urban area TRAI Benchmark= 85% % Fault cleared within 5 days in urban TRAI Benchmark=100% Fault Rate TRAI Benchmark = 7% MTTRTRAI Benchmark = 10 Hrs.
1 Andaman & Nicobar 94.68 100.00 96.5 100.0 4.32 7.00
2 Andhra Pradesh 90.28 100.00 93.9 100.0 4.56 6.05
3 Assam 95.66 100.00 96.5 100.0 3.74 3.20
4 Bihar 95.19 100.00 94.6 100.0 3.45 4.82
5 Chattisgarh 96.78 100.00 96.9 100.0 3.13 6.23
6 Gujarat 92.53 100.00 96.0 100.0 4.8 4.83
7 Haryana 95.92 100.00 94.1 100.0 4.65 6.09
8 Himachal Pradesh 93.84 100.00 91.2 100.0 5.63 6.61
9 Jammu & Kashmir 92.29 100.00 93.4 100.0 4.77 6.20
10 Jharkhand 90.21 100.00 97.6 100.0 2.26 6.16
11 Karnataka 94.68 100.00 96.4 100.0 4.23 6.57
12 Kerala 90.46 100.00 91.4 100.0 4.82 7.68
13 Madhya Pradesh 84.89 100.00 88.3 100.0 4.56 3.37
14 Maharashtra 88.97 100.00 91.3 100.0 4.94 6.19
15 North-East-I 93.04 100.00 92.5 100.0 4.25 6.60
16 North-East-II 100.00 100.00 93.0 100.0 2.6 2.64
17 Odisha 102.29 100.00 90.9 100.0 5.94 4.94
18 Punjab 92.54 100.00 91.7 100.0 4.83 6.29
19 Rajasthan 96.66 100.00 91.2 100.0 5.76 5.43
20 Tamil Nadu 91.78 100.00 90.9 100.0 4.03 7.85
21 Uttarakhand 95.69 100.00 94.5 100.0 4.51 4.50
22 Uttar Pradesh (East) 95.43 100.00 93.9 100.0 4.18 5.16
23 Uttar Pradesh (West) 95.52 100.00 96.1 100.0 5.05 5.39
24 West Bengal 93.88 100.00 91.7 100.0 4.09 4.87
25 Kolkata N/A N/A 89.9 100.0 6.39 8.08
26 Chennai 94.44 100.00 94.5 100.0 4.81 6.04
27 Total :BSNL 91.86 100.00 92.8 100.0 4.5 5.7
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MTTR − Mean time to Repair

ANNEXURE-II
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Details of quality norms for Mobile Services and LSA-wise details of actual delivery of services

Sl No Name of Service Area Network Availability Connection Establishment (Accessibility) Connection Maintenance (Retainability) POI

BTSs Accumulated downtime (not available for service) (%age) Worst affected BTSs due to downtime (%age) Call Setup Success Rate(Within Licensee"s own network) SDCCH/ Paging Chl. Congestion (%age) TCH Congestion (%age) Call Drop and Circuit Switched Voice Drop Rate (%age) Worst affected cells having more than 3% TCH drop (call drop) Rate (%age) %age of connection with good voice quality Point of interconnection (POI) Congestion (No. of POIs not meeting the benchmark Note :2)

1 5 7 8 9 10 11 14 15 16

Bench Mark

<=2% <=2% >=95% <=1% <=2% <=2% <=3% >=95% <=0.5%

1 Andaman& Nicobar 1.87 1.93 98.03 0.66 1.52 0.68 2.61 98 0

2 Assam 1.99 1.94 98.55 0.89 1.45 1.88 2.97 95.9 0

3 Bihar 1.865 1.93 97.015 0.505 0.45 1.325 2.655 97.15 0

4 Chennai 0.53 1.66 96.68 0.82 1.55 0.82 1.63 100 0

5 Kolkata 1.88 2.85 99.17 0.79 0.61 1.01 2 99.82 0

6 Gujarat 1.72 1.05 97.47 0.07 0.36 0.41 1.28 100 0

7 Himachal Pradesh 1.99 1.93 98.28 0.98 1.92 1.73 2.87 95.02 0

8 Haryana 1.77 1.66 97.82 0.74 0.81 1.24 0.9 97.33 0

9 Jammu & Kashmir 1.4 0.53 98.73 0.61 1.26 1 1.83 96.81 0

10 Kerala 0.67 0 98.79 0.27 1.21 0.56 1.04 99.94 0

11 Karnataka 1.47 1.9 98.53 0.42 1.25 0.68 1.41 97.06 0

12 Maha-rasthra 1.9 1.71 96.74 0.52 1.15 1.09 2.55 96.72 0

13 Madhya Pradesh 1.92 1.73 96.645 0.64 1.155 1.135 2.47 97.83 0

14 North-East 1.875 1.845 97.3 0.955 1.92 1.825 2.89 96.705 0

15 Odisha 1.47 1.97 98.19 0.9 1.81 1.77 2.89 98.1 0

16 Punjab 0.75 1.86 97.3 0.69 1.08 0.37 0.95 96.73 0

17 Rajasthan 1.3 1.57 98.18 0.74 1.73 1.38 2.05 97.87 0

18 Tamil Nadu 0.94 1.78 98.7 0.3 0.7 1.03 2.33 96.82 0

19 U.P. (E) 1.86 1.95 98.88 0.65 2 1.06 2.72 96.5 0

20 U.P. (W) 1.58 1.725 98.105 0.61 1.2 1.215 2.18 96.23 0

21 West Bengal 0.45 1.225 97.835 1.46 1.715 1.34 13.02 96.365 0

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SDCCH − Standalone Dedicated Control Channel.

TCH − Traffic Channel

Annexure-lll

Details of quality norms for Broadband Services and circle-wise details of actual delivery of services

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No Parameters Benchmarks Andaman & Nicobar Andhra Pradesh Assam Bihar Chhattisgarh Kolkata Chennai Gujarat Himachal Pradesh Haryana Jharkhand Jammu & Kashmir Kerala Karnataka Maharashtra Madhya Pradesh North East-I North −East-II Odisha

1 Service Provisioning / Activation Time 100% in=<15 working days

1.1 No. of connection registered 185 9995 1069 1465 759 848 2903 4242 1269 2829 1020 1616 14974 7541 8475 3376 387 384 2040

1.2 %age of connections provided within 15 days of registration of demands 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%

1.3 %age of connections provided after 15 days of registration of demands 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

1.4 No. of customers to whom credit is given for delayed connections 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

1.5 Total no. of connections provided during the period 185 9224 1069 1465 592 848 2903 4242 1269 2829 1005 1570 12772 6839 8475 3376 387 384 2040

1.6 Total no. of working connections at the end of the period 6578 420373 49541 54903 62374 117939 286856 303194 53204 119459 57957 56884 653764 462382 511132 223002 26466 22378 116921

2 Fault repair / Restoration time

2.1 Total no. of faults registered 262 40371 4419 9867 1540 28371 41916 13247 2260 3577 2599 1820 67547 13598 24119 7593 706 775 4483

2.2 %age of faults repaired by next working day >90% 91.60% 93.75% 95.70% 90.67% 95.58% 91.24% 91.60% 91.33% 92.61% 92.82% 95.04% 98.46% 91.62% 96.62% 92.04% 94.39% 93.77% 94.84% 93.95%

2.3 %age of faults repaired within 3 working day >=99% 100% 99.37% 99.62% 99.04% 99.87% 99.33% 99.20% 99.45% 100% 100% 100% 99.07% 99.10% 99.77% 99.60% 100% 99.72% 100% 100%

2.4 No. of customers to whom rent rebate isiven in minimum monthly charges or equivalent usage allowance for delay in fault repair

a Rent rebate of 7 days 0 0 0 0 7 0 0 0 0 2 2 0 23 0 0 0 0 0 0

b Rent rebate of 15 days 0 0 0 0 3 0 0 0 0 9 6 0 100 0 2 0 0 0 0

c Rent rebate of one month 0 0 0 0 1 0 0 0 0 10 12 0 413 5 15 0 0 0 135

3 Bandwidth utilisation/Throughput

3 Broadband connection speed available (download)from ISP node to user % >80% 73.00% 98.55% 98.14% 87.79% 92.17% 90.00% 83.00% 91.12% 86.18% 93.31% 91.72% 87.16% 90.45% 92.74% 89.70% 90.74% 93.67% 88.00% 89.08%

4.1 Total Operational Hours 744 744 744 744 744 744 744 744 744 744 744 744 744 744 744 744 744 744 744

4.2 Total downtime in Hours 0 0.18 0.36 6.47 2.5 2.29 0 3.08 4.97 1.83 4 3.82 1.45 1.41 1.9 0.22 3.33 6.67 3.76

4.3 Service Availability / Uptime (for all users) in %age >98% 100% 99.98% 99.95% 99.13% 99.66% 99.69% 100% 99.59% 99.33% 99.75% 99.46% 99.49% 99.81% 99.81% 99.74% 99.97% 99.55% 99.10% 99.49%

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7
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No Para-meters Punjab Rajas-than Tamil Nadu Uttara-khand U.P. (East) U.P. (West) West Bengal All India
1 Service Provisioning / Activation Time
1.1 No. of connection registered 5750 3712 9482 971 2672 2011 937 90912
1.2 %age of connections provided within 15 days of registration of demands 100% 100% 100% 100% 100% 100% 100% 100%
1.3 %age of connections provided after 15 days of registration of demands 0% 0% 0% 0% 0% 0% 0% 0%
1.4 No. of customers to whom credit is given for delayed connections 0 0 0 0 0 0 0 0
1.5 Total no. of connections provided during the period 5396 3454 9482 971 2672 2011 560 86020
1.6 Total no. of working connections at the end of the period 282970 229335 468976 52272 170227 103135 75567 4987794
2 Fault repair / Restoration time
2.1 Total no. of faults registered 7453 14882 14074 2386 6252 5596 4289 324002
2.2 %age of faults repaired by next working day 96.11% 94.32% 94.53% 90.13% 92.27% 91.65% 94.57% 93.51%
2.3 %age of faults repaired within 3 working day 99.44% 99.78% 99.90% 99.23% 100% 99.32% 100% 99.65%
2.4 No. of customers to whom rent rebate isiven in minimum monthly charges or equivalent usage allowance for delay in fault repair 0%
a Rent rebate of 7 days 6 0 0 0 0 0 15 55
b Rent rebate of 15 days 30 0 0 0 0 2 8 160
c Rent rebate of one month 103 0 0 0 0 6 6 706
3 Bandwidth utilisation/Throughput
3 Broadband connection speed available (download)from ISP node to user % 91.09% 89.52% 96.59% 93.10% 89.52% 90.57% 88.65% 90.21%
4.1 Total Operational Hours 744 744 744 744 744 744 744 744
4.2 Total downtime in Hours 1.02 1.6 0.41 3.67 1.27 2.83 6.5 2.52
4.3 Service Availability / Uptime (for all users) in %age 99.86% 99.78% 99.94% 99.51% 99.83% 99.62% 99.13% 99.66%
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Annexure-IV
Planned / On Air BTSs Status as on 31.05.2016 of Phase VII GSM Project
<pre>
S.N Name of Circle 3G(NODE B) planned in Ph-VII On Air (3G Node B) as on 31/05/16 2G BTS Planned in Ph-VII On Air (2G BTS) as on 31/05/16
1 HARYANA 455 455 695 695
2 HIMACHAL PRADESH 112 110 324 323
3 JAMMU & KASHMIR 20 8 176 149
4 PUNJAB 564 564 711 705
5 RAJASTHAN 229 221 595 592
6 UTTARAKHAND 157 157 318 312
7 UTTAR PRADESHI 855 846 1131 1125
8 UTTAR PRADESH(W) 599 599 873 870
9 ANADAMAN NICOBAR 0 0 52 52
10 ASSAM 83 82 187 184
11 BIHAR 228 200 1146 1096
12 KOLKATA 136 131 136 135
13 JHARKHAND 225 225 225 225
14 NORTH EAST-I 239 232 337 324
15 NORTH EAST-II 222 220 232 227
16 ORISSA 865 865 1275 1275
17 WEST BENGAL 300 293 438 438
18 ANDHRA PRADESH 2938 2938 1916 1916
19 CHENNAI TD 190 190 0 0
20 KERALA 853 853 695 695
21 KARNATAKA 320 320 636 636
22 TAMILNADU 420 420 500 500
23 CHATTISGARH 169 157 169 158
24 GUJARAT 362 357 360 360
25 MAHARASTRA 524 524 524 524
26 MADHYA PRADESH 275 275 275 275
Total 11340 11242 13926 13791
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Annexure-V
Planned BTSs Status as on 31.05.2016 of Phase VII+ Project
<pre>
S.N Name of Circle 3G(NODE Bs) planned in Ph VII+ 2G BTS Planned in Ph-VII+
1 HARYANA 630 250
2 HIMACHAL PRADESH 280 170
3 JAMMU & KASHMIR 200 130

4 PUNJAB 270 395
5 RAJASTHAN 370 405
6 UTTARAKHAND 255 135
7 UTTAR PRADESH(E) 710 625
8 UTTAR PRADESH(W) 285 330
9 ANADAMAN NICOBAR 60 67
10 ASSAM 330 270
11 BIHAR 821 821
12 KOLKATA 1000 1000
13 JHARKHAND 185 185
14 NORTH EAST-I 227 268
15 NORTH EAST-II 59 59
16 ORISSA 618 570
17 WEST BENGAL 75 200
18 ANDHRA PRADESH 1450 660
19 CHENNAI TD 350 250
20 KERALA 1850 750
21 KARNATAKA 1600 700
22 TAMILNADU 1400 500
23 CHATTISGARH 0 0
24 GUJARAT 0 0
25 MAHARASTRA 0 0
26 MADHYA PRADESH 0 0
Total 13025 8740
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* Andhra Pradesh includes Telangana area also.

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